

LFO Revised Budget Form #107BF04c

**Board of Maritime Pilots
Annual Performance Progress Report (APPR)
for Fiscal Year 2006-07**

Original Submission Date: September 26, 2007

2005-07 KPM#	2005-07 Key Performance Measures (KPMs)	Page #
1	MARITIME PILOT LICENSE PROCESSING TIMELINESS 27a) Percent of Board of Maritime Pilot license applications processed within statutory timeframes out of total number of applications. 27b) Number of days between time of Board of Maritime Pilot license application and notice of disposition.	3
2		
3		
4		
5		
6		
7		
8		

AGENCY NAME Board of Maritime Pilots

I. EXECUTIVE SUMMARY

Agency Mission: To protect the public health, safety and welfare by ensuring that only the best-qualified persons are licensed to pilot vessels.

Contact: Susan Johnson	Phone: 971-673-1530
Alternate:	Phone:

1. SCOPE OF REPORT

The Board of Maritime Pilots strives to maintain a customer focus to the regulated licensees to maximize timeliness and economic efficiency.

2. THE OREGON CONTEXT

Government performance and accountability.

3. PERFORMANCE SUMMARY

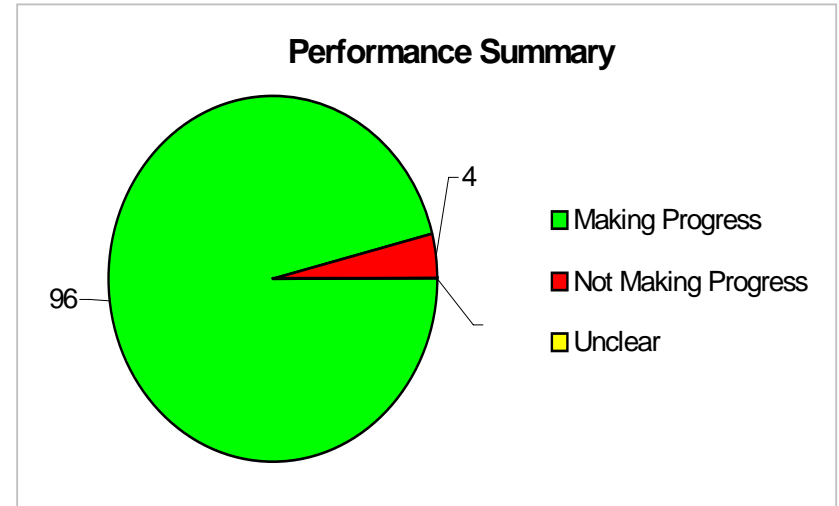
The results show that the Board is meeting statutory requirements for all qualified applicants.

4. CHALLENGES

The only reason for the few license applications not processed within the statutory deadline is that some applicants were on disability leave and could not qualify for a license renewal.

5. RESOURCES USED AND EFFICIENCY

Budget FY 2006-07 - \$108,059 and one .71 FTE



AGENCY NAME: Board of Maritime Pilots

III. USING PERFORMANCE DATA

Agency Mission: To protect the public health, safety and welfare by ensuring that only the best-qualified persons are licensed to pilot vessels.

KPM #27	MARITIME PILOT LICENSE PROCESSING TIMELINESS 27(a) Percent of Board of Maritime Pilot license applications processed within statutory timeframes out of total number of applications.	Measure since: e.g. 1999
Goal	Customer Service – Provide excellent customer service	
Oregon Context	Government performance and accountability	
Data source	Excel spreadsheet detailing the number of days between receipt and processing of each license renewal.	
Owner	Board of Maritime Pilots, Susan Johnson, 971-673-1530	

1. OUR STRATEGY

To ensure that applicants submit timely and complete application materials so they can be reviewed and processed in an efficient manner.

2. ABOUT THE TARGETS

The targets are based on the average yearly number of licensees who will be unable to renew licenses in a timely manner because they are not physically fit for duty.

3. HOW WE ARE DOING

The results for 2005 and 2006 show that the Board is meeting statutory requirements for all qualified applicants. Incomplete data for 2007 shows that the Board is on track to improve upon the previous years' results.

4. HOW WE COMPARE

No data available.

5. FACTORS AFFECTING RESULTS

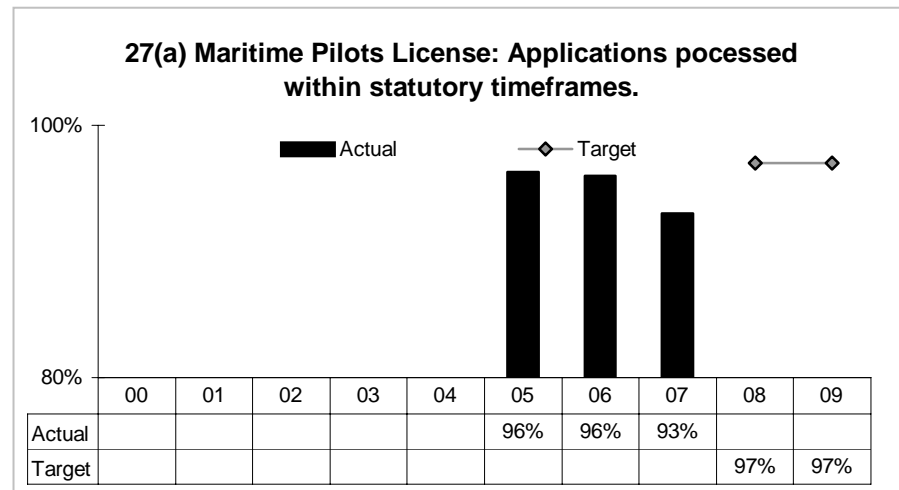
The only reason for the few license applications not processed within the statutory deadline is that some applicants were on disability leave and could not qualify for a license renewal.

6. WHAT NEEDS TO BE DONE

Continue the same strategy.

7. ABOUT THE DATA

The reporting cycle is based on a calendar year. The data is based on the number of applications processed within the time period.



AGENCY NAME: Board of Maritime Pilots

III. USING PERFORMANCE DATA

Agency Mission: To protect the public health, safety and welfare by ensuring that only the best-qualified persons are licensed to pilot vessels.

KPM #27	MARITIME PILOT LICENSE PROCESSING TIMELINESS 27(b) Number of days between time of Board of Maritime Pilot license application and notice of disposition.	Measure since: e.g. 1999
Goal	Customer Service – Provide excellent customer service	
Oregon Context	Government performance and accountability	
Data source	Excel spreadsheet detailing the number of days between receipt and processing of each license renewal.	
Owner	Board of Maritime Pilots, Susan Johnson, 971-673-1530	

8. OUR STRATEGY

To ensure that applicants submit timely and complete application materials so they can be reviewed and processed in an efficient manner.

9. ABOUT THE TARGETS

The Board expects a high level of customer satisfaction and so puts the target at nine days or lower.

10. HOW WE ARE DOING

The results show that the Board is processing applications in a reasonable timeframe within the 30-day window.

11. HOW WE COMPARE

No data available.

12. FACTORS AFFECTING RESULTS

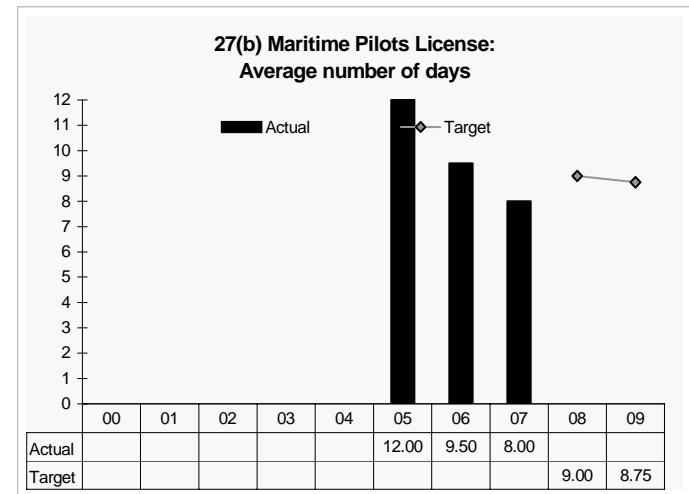
License renewals are more efficiently processed in batches, which lengthens the time between receipt and processing. Licensees must submit renewal documents at least 30 days prior to license expiration.

13. WHAT NEEDS TO BE DONE

Continue the same strategy.

14. ABOUT THE DATA

The reporting cycle is based on a calendar year. The data is based on the turnaround time between receiving complete application materials and processing the applications.



AGENCY NAME: Board of Maritime Pilots

III. USING PERFORMANCE DATA

Agency Mission: To protect the public health, safety and welfare by ensuring that only the best-qualified persons are licensed to pilot vessels.

Contact: Susan Johnson	Phone: 971-673-1530
Alternate:	Phone:

The following questions indicate how performance measures and data are used for management and accountability purposes.	
1 INCLUSIVITY Describe the involvement of the following groups in the development of the agency's performance measures.	<ul style="list-style-type: none">• Staff: The Administrator works on all performance measure issues and advises the Board.• Elected Officials: Legislators receive performance measure reports during budget hearings.• Stakeholders: All applicants, licensees and other stakeholders can obtain information available on the web site, or are provided information through e-mail and correspondence.• Citizens: Anyone can receive information by contacting the board.
2 MANAGING FOR RESULTS How are performance measures used for management of the agency? What changes have been made in the past year?	The work is prioritized so that issues can be handled quickly and effectively by the Board. The Board works with stakeholders to cooperatively work with them and provide licensees with the education and information they need, such as when the Board successfully implemented a program of Continuing Professional Development. The Board is currently addressing updated physical condition and trainee selection requirements.
3 STAFF TRAINING What training has staff had in the past year on the practical value and use of performance measures?	The Agency FTE for the past year has been .71, so the Administrator handles all performance measure issues. There has been no additional training in the past year.
4 COMMUNICATING RESULTS How does the agency communicate performance results to each of the following audiences and for what purpose?	<ul style="list-style-type: none">• Staff: Board members are typically notified at meetings and through correspondence.• Elected Officials: Any elected official can obtain information about agency performance measures; committee members receive performance measure reports with their Agency Budgets.• Stakeholders: Stakeholders are typically notified at meetings and through correspondence.• Citizens: Anyone can receive information by contacting the board.